
Driver Training Resources

If your organization employs drivers or uses volunteer drivers, driver training is an important issue to consider. High-quality training can help ensure that your consumers are safe and receive appropriate and respectful service during their transportation. Providing or requiring training can also reduce your insurance liability. Many organizations offer their own training, but training from outside organizations is also available. The following driver training resources may be of interest to agencies and organizations in Massachusetts.

Local Agencies that Provide Training

Massachusetts Rural Transit Assistance Program (MArtap):

- MArtap provides driver training to public, private non-profit, and private for-profit agencies that provide paratransit services throughout Massachusetts. Most programs are offered at no charge, based on funding. Training scholarships are also offered to offset training workshop fees, travel costs, and other expenses associated with transportation-related continued education.
- If your organization is not eligible to receive free training through MArtap, you may be able to partner with an eligible organization to participate in their training programs.
- Training schedule:
www.martap.org/drivertraininginfo/trainingschedulesignup.html
- MArtap also provides on-site trainings at organizations around the state if at least 10 trainees will be attending. If you are interested but do not have enough trainees, consider coordinating with other nearby organizations that may also need driver training.

National Organizations that Address Driver Safety and Training

AAA:

- AAA Southern New England offers an in-person class for senior drivers at their Providence, RI headquarters (this class is also available to organizations wishing to train a group all at once). Class information is available at this link:
www.southernnewengland.aaa.com/sne/membership/viewkb.php?qid=169
- AAA also offers an online defensive driving course. This course costs \$19.95 for non-members. To register, visit:
mature.idrivesafely.com/sales/displayAAAnational.pl

National Safety Council:

- This organization provides safety training, including first aid and CPR classes. The fee is \$90 for non-members to take a combined course. Onsite training is available. More information from the local chapter is available online at: www.scwne.org/.

Safe Kids:

- Provides a nationally standardized Child Passenger Safety Certification course. More information can be found at: cert.safekids.org/ResourcesFAQs/FAQs/BeATech.aspx.

Community Transportation Association of America (CTAA):

- Provides PASS (Passenger Service & Safety) training for drivers, which is a two-day course that covers assistance to passengers with special needs and emergency situation training. More information is available online: web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=35&z=116
- CTAA has recently made their PASS training available online for a fee of \$50/non-members: training.ctaa.org/session.php?id=6802

Additional Information:

- Check out the HST website for more information on driver training and traffic safety: <http://www.mass.gov/eohhs/gov/commissions-and-initiatives/hst/for-transportation-providers.html>

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For additional resources, briefs, and information related to community transportation in Massachusetts, please visit www.mass.gov/hst.

